AHOLLER.AI | PUBLIC LEGAL DOCUMENT

PRIVACY POLICY

For Aholler.ai websites and services

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AI WORLD LLC
doing business as Aholler.ai
1770 S Young Circle, Suite 1216, Hollywood, FL 33020, USA

Published for use on aholler.ai

OVERVIEW

This Privacy Policy explains how AI WORLD LLC d/b/a Aholler.ai collects, uses, discloses and protects personal information when acting for its own purposes. When Aholler processes caller or other personal data solely on behalf of a business customer, that customer generally controls the processing and Aholler's Data Processing Agreement applies.

This Policy applies to users and visitors in the United States and Canada. Specific rights depend on location, context and applicable law.

1. INFORMATION WE COLLECT

Information you provide

Account and contact information; business profile and authorized-user details; communications with us; billing contact details; configuration, scripts, prompts, calendars and integration settings; and content submitted through the Services.

Communications data

Depending on Customer configuration: caller names and contact details, call audio, recordings, transcripts, summaries, messages, appointment details, routing events and AI conversation content.

Technical and usage data

IP address, device and browser data, identifiers, authentication events, log and diagnostic data, pages and features used, timestamps, referral information, cookie data and approximate location inferred from IP.

Payment data

Payment-card details are generally collected directly by our payment processor. Aholler may receive billing status, transaction identifiers, payment method type and limited payment metadata.

2. SOURCES

We collect information directly from you, your organization and callers; automatically from devices and the Services; from enabled integrations; from telecommunications, AI, payment and infrastructure providers; and from lawful business or public sources.

3. HOW WE USE INFORMATION

- provide, configure and support AI voice, telephony, scheduling, messaging, analytics and integrations;
- create and administer accounts, authenticate users and process payments;
- route, record, transcribe, summarize and analyze communications where enabled;
- secure the Services, prevent fraud, debug, monitor availability and enforce agreements;
- communicate about service, support, billing, security and legal updates;
- improve features, quality and user experience, including through aggregated or de-identified data;
- comply with law, respond to lawful requests and protect rights, safety and property; and
- send marketing where permitted, subject to available opt-out rights.

4. LEGAL GROUNDS AND CONSENT

Depending on applicable law, we rely on performance of a contract, legitimate business interests, consent, compliance with legal obligations and protection of rights. Where Canadian law requires meaningful consent, we seek consent appropriate to the sensitivity and context. You may withdraw consent subject to legal and contractual limits and reasonable notice.

5. CUSTOMER-CONTROLLED DATA

Business customers decide why and how their caller and end-user data is processed, including whether calls are recorded and how long information is retained. Privacy requests about a Customer's use of the Services should ordinarily be directed to that Customer. We assist Customers as described in the DPA.

6. DISCLOSURE OF INFORMATION

We may disclose information to:

- cloud, hosting, security, AI, speech, telecommunications, payment, analytics and support providers;
- integrations and applications enabled by Customer;
- professional advisers, auditors, insurers and financing counterparties under appropriate duties;
- governmental authorities or other parties where required by law or reasonably necessary to protect rights and safety;
- a buyer, investor or successor in a merger, financing, reorganization or asset transaction; and
- other parties at your direction or with consent.

7. NO SALE; TARGETED ADVERTISING

Aholler does not sell Customer call content for money. If a website analytics or advertising practice is considered a "sale," "sharing" or targeted advertising under applicable state law, eligible users may exercise the opt-out methods made available on the website. We do not use Customer call recordings or transcripts for unrelated third-party advertising.

8. COOKIES AND SIMILAR TECHNOLOGIES

We use cookies and similar technologies for authentication, security, preferences, performance and analytics. Details, categories and choices appear in the Cookie Policy and any consent interface. Browser settings may block cookies, but essential functionality may be affected.

9. AI AND AUTOMATED PROCESSING

Communications may be analyzed by automated systems to conduct conversations, understand speech, produce transcripts and summaries, route calls and perform configured actions. Aholler does not use automated processing to make independent decisions producing legal or similarly significant effects about individuals on its own behalf. Customers remain responsible for how they configure and use outputs.

10. CROSS-BORDER PROCESSING

Aholler is based in the United States. Information may be processed in the United States and other countries where Aholler and its service providers operate. Those jurisdictions may have different privacy laws and may permit lawful access by courts or authorities. For Canadian information, we use contractual and organizational measures intended to provide appropriate protection and remain accountable as applicable.

11. RETENTION

We retain information for as long as reasonably necessary for the purposes described, including to provide the Services, follow Customer settings and instructions, maintain security and records, resolve disputes and meet legal, tax and accounting obligations. Retention varies by data type, plan, configuration and law. We delete or de-identify information when it is no longer reasonably needed, subject to backups and lawful retention.

12. SECURITY

We use administrative, technical and organizational safeguards appropriate to the nature and sensitivity of information, which may include access controls, authentication, encryption in transit, monitoring, backups, least-privilege practices and incident response. No system is completely secure, and we cannot guarantee absolute security.

13. UNITED STATES PRIVACY RIGHTS

Depending on state and context, you may have rights to confirm processing; access, correct, delete or obtain a copy of personal information; opt out of sale, sharing, targeted advertising or certain profiling; and appeal a denial. We will not unlawfully discriminate for exercising a right. Some information or requests may be exempt.

14. CANADIAN PRIVACY RIGHTS

Subject to PIPEDA or applicable provincial law, you may request access to personal information under Aholler's control, request correction, withdraw consent where applicable and challenge compliance. We may require identity verification and may withhold information where law permits or requires. Complaints may also be made to the Office of the Privacy Commissioner of Canada or an applicable provincial authority.

15. PIPEDA AND CANADIAN FAIR INFORMATION PRINCIPLES

Where the Personal Information Protection and Electronic Documents Act (PIPEDA) applies, Aholler follows the Canadian fair information principles described below. Comparable requirements may also arise under substantially similar provincial privacy legislation.

Accountability

Aholler is responsible for Personal Information under its control and designates responsibility for privacy compliance. Service providers that process information for us are subject to contractual or other safeguards appropriate to the sensitivity and processing.

Identifying purposes

We identify the purposes for collecting Personal Information at or before collection, including through this Policy, Customer disclosures and contextual notices. If we seek to use information for a materially new purpose, we provide further notice and obtain additional consent where required.

Consent

We seek meaningful consent appropriate to the sensitivity of the information, the reasonable expectations of the individual and the context. Consent may be express or implied where permitted. Individuals may withdraw consent, subject to legal or contractual restrictions and reasonable notice.

Limiting collection

We limit collection to Personal Information reasonably necessary for identified purposes and collect it by fair and lawful means. Business Customers are responsible for configuring the Services and limiting the information they direct Aholler to process.

Limiting use, disclosure and retention

We use and disclose Personal Information only for identified purposes, with consent, or as otherwise permitted or required by law. We retain it only as long as reasonably necessary for those purposes, legal obligations and legitimate recordkeeping, then delete or de-identify it subject to backup cycles and lawful retention.

Accuracy

We take reasonable steps to keep Personal Information as accurate, complete and current as necessary for the purposes for which it is used. Individuals may request correction, and Customers can update account and configured service information.

Safeguards

We use physical, organizational and technical safeguards appropriate to the sensitivity, amount, format and use of Personal Information. Safeguards may include access controls, authentication, encryption, monitoring, confidentiality obligations and incident-response procedures.

Openness

We make information about our privacy practices reasonably available through this Policy, the Cookie Policy, the DPA, the public Subprocessor List and additional notices where appropriate.

Individual access

Upon a verified request and subject to lawful exceptions, an individual may ask whether Aholler holds Personal Information about them, obtain access to it, and request correction of inaccurate or incomplete information. Where Aholler processes information for a Customer, we may refer the request to that Customer.

Challenging compliance

Questions or complaints may be sent to privacy@aholler.ai. We will investigate and respond within a reasonable period. If a concern is not resolved, an individual may contact the Office of the Privacy Commissioner of Canada or an applicable provincial privacy authority.

16. EXERCISING RIGHTS

Submit a request to privacy@aholler.ai or through the contact channel on aholler.ai. Describe the request and your relationship to Aholler. We may verify identity and authority. Authorized agents must provide legally sufficient authorization. If the data belongs to a business Customer, we may direct the request to that Customer. Appeal instructions will be provided where applicable.

17. CHILDREN

The Services are for businesses and are not directed to children under 13 or the higher minimum age required by local law. We do not knowingly collect personal information directly from children for their own use of the Services. Contact us if you believe a child provided information improperly.

18. THIRD-PARTY SERVICES

The Services may link to or integrate with third parties. Their privacy practices are governed by their own notices. Enabling an integration directs us to exchange information with that provider as necessary for the integration.

19. CHANGES TO THIS POLICY

We may update this Policy to reflect legal, technical or business changes. We will post the updated version with a revised date and provide additional notice for material changes where required. Continued use after the effective date is subject to the updated Policy, without limiting rights requiring consent.

20. CONTACT

Privacy inquiries and requests: privacy@aholler.ai. Mail: AI WORLD LLC, Attn: Privacy, 1770 S Young Circle, Suite 1216, Hollywood, FL 33020, USA.